

April, 2000



Your Medicaid is changing!
Read this notice to find out what you need to do!

On June 1, 2000, Medicaid will start the **Patient 1st** program in Mobile County for most people who have Medicaid. **This change will not make you lose any benefits you now have.** Foster children and people who have both Medicare and Medicaid will stay on the Medicaid they have now. If you have Medicaid only because you are expecting a baby, you will not have any changes in your Medicaid benefits.

What Will Change:

- 1) You will always have a doctor who will give you health care close to where you live.
- 2) **You will pick one doctor or clinic to be your Patient 1st personal doctor all the time.** Once you pick a personal doctor, you must go to that doctor or clinic unless you call Medicaid and change doctors.
- 3) Your Patient 1st personal doctor will send you to another doctor or clinic if you need tests or care that he or she cannot give you.
- 4) **You will call your Patient 1st doctor first before you go to the emergency room or ER unless it is a real emergency.** (Examples of emergencies are when you have bad pain or bleeding, a broken bone, poisoning or if you black out or cannot breathe.) If you are not sure if you have an emergency, you will call your Patient 1st personal doctor first.



What You Need to Know:

- 1) It is important to follow the rules for the Patient 1st program. If you do not follow the rules you may have to pay for your care. **If you need help to understand the rules, call 1-800-362-1504 for help.** This is a free call.
- 2) You have the right to pick any doctor who sees Patient 1st patients from your county who has an opening.
- 3) You are free to choose where you go to get birth control (family planning).
- 4) You will still get your medicines from the drug store.



What You Need to Do:

- 1) In a few days, you will get a letter from Medicaid with the name of a doctor or clinic on it.
- 2) Read the letter. Look at the name of the doctor or clinic on the letter.
- 3) Decide if you want the doctor or clinic whose name is on your letter to be your personal doctor.
- 4) If you want a different doctor or clinic, look at the list that came with the letter to see the doctors and clinics you can pick from. Call Medicaid toll-free at 1-800-362-1504 to change your doctor or clinic. **Be sure and do this by May 20, 2000. Please have your Medicaid number ready when you call.** If you want to go to the doctor whose name is on the letter, you do not need to do anything now. If you have questions, need a list of Patient 1st doctors or clinics or do not know what to do, call Medicaid at **1-800-362-1504** for help.

